

31st Medical Group

Aviano AB, Italy

What to Expect Pregnancy Guide



Current as of 20 Oct 2017

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Useful numbers

Patient Liaison Assistance: Command Post @ 632-3100

31 MDG Appointment line: 632- 5000

31 MDG Pharmacy: 632- 5214

TRICARE Service Center: 632-5000 option 4

Referral Management Center: 632– 5000 Option 4 then 1

Benefits/Claims: 632– 5000 Option 4 then 2

TRICARE Patient Advocate: 632- 6978

International SOS (ISOS)

Real-Time Telephonic

Language Assistance

Service

Beneficiaries may call collect or ask for a return call.

TOP Regional Call Center:

+(44)-20-8762-8384 (option 1)

Toll-free number from Italy:

800-915-994

This 24/7 service is provided to TRICARE Prime beneficiaries requiring Language Assistance in the Purchased Care Sector. Beneficiary must activate the service. Security questions will be asked to verify eligibility.

For further information visit:

[http://www.tricare-overseas.com/beneficiaries/
resources/real-time-language-assistance](http://www.tricare-overseas.com/beneficiaries/resources/real-time-language-assistance)

Important Milestones

- ◆ Referral Activation within 24 hours
- ◆ Establish Care with Network Facility
- ◆ 31 MDG Prenatal Orientation within first 10 weeks of pregnancy
- ◆ New Parent Support Briefing on or before 36 weeks of pregnancy
- ◆ Birth Registration within 10 days of delivery
- ◆ Newborn Pediatric Appointment within 14 days of delivery
- ◆ Infant Passport & Soggiorno



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General Information

PATIENT LIAISON ASSISTANCE

Who is eligible? **All TRICARE Prime** beneficiaries.

Who is not eligible? DOD Civilians, contractors, retirees and all other patient categories not in possession of TRICARE Prime benefits.

FOR URGENT/EMERGENT OB CARE:

Report immediately to the Hospital providing your OB care and call Command Post at DSN 632-3100 to notify the Patient Liaison of your imminent arrival.

FOR NON-EMERGENT OB CARE/QUESTIONS:

Call the Nurse Advice Line at the Italian Toll Free Number at 800-87-7660.

FOR INPATIENT CARE:

Call the Pordenone Patient Liaison Office at commercial phone 0434-365701 or call Command Post at DSN 632-3100 to notify the Liaison that you require inpatient language assistance AT PORDENONE HOSPITAL, A Liaison will be with you as soon as possible. Be advised that Liaison assistance is based on availability and clinical priority. AT POLICLINICO, ASSISTANCE IS CURRENTLY **LIMITED** TO TELEPHONIC SERVICES.

General Information

YOUR OB RECORD

In the Italian Health Care System, all medical reports and referral results are given to the patient to maintain during the entire pregnancy, delivery and post-partum period to include, but not limited to, laboratory results, ultrasound results and images, specialty care consult reports and all other miscellaneous medical results obtained from medical encounters performed during your pregnancy.

Italian Providers **DO NOT** maintain copies. You are the sole owner of your OB record.

To ensure you receive appropriate care during your pregnancy, you are responsible for keeping your OB record (Cartella Ostetrica – Monitoraggio della Gravidanza) on your person and to bring it to each and every medical encounter, emergency visit or admission.

KEEP YOUR OB RECORD WITH YOU AT ALL TIMES.

General Information

Recommended Items for Mom's "Go-Bag"

- ◆ Your prenatal OB records
- ◆ Your anesthesia record from prenatal epidural consult, if applicable
- ◆ Valid non-expired passport (the one that you will present to the Town Hall for birth registration)
- ◆ 2 cotton night gowns: 1 for use during delivery and 1 with buttons for the remainder of your stay
- ◆ Large sanitary napkins
- ◆ Nursing bra
- ◆ Underwear
- ◆ Robe
- ◆ Bottled Water
- ◆ Towels
- ◆ Personal Toiletries
- ◆ Slippers/Socks

General Information

Recommended Items for Baby's "Go-Bag"

- ◆ 4 sets of sleepers in individual bags labeled with baby's last name
- ◆ 4 undershirts
- ◆ Baby towel
- ◆ Receiving blankets
- ◆ Socks or shoes
- ◆ Cotton hat

(Note: diapers and formula are
Provided by the Nursery)

General Information

BIRTH PLANS

Italian law prohibits the use of birth plans.

CHAPERONES

The presence of chaperones in the OB/GYN setting for prenatal appointments is not an Italian custom and therefore not an available service.

NUTRITIONAL COUNSELING

OB Providers orient expectant mothers on healthy eating habits. Nutritional counseling for expectant mothers is part of good antenatal care.

FLOWERS & BALLOONS

For allergy reasons, flowers and latex balloons are not permitted on the OB ward.

General Information

VAGINAL DELIVERY

When you have started labor, you will have a delivery room assigned to you where you can have a support person of your choice (partner, mother, friend). Only 1 person is allowed to stay with you at any given time in labor. Fetal monitoring and physical examination will be performed by the midwife and you will be evaluated by the OB Provider. If you completed the pre-partum anesthesiology consult, you can request an epidural. Delivery will take place in the labor or delivery room. After birth, the baby will be placed on your stomach & in your arms to give you and your partner the opportunity to start bonding right away (unless an immediate neonatology evaluation is required).

General Information

POST VAGINAL DELIVERY

Following delivery, and for 2 hours, you will stay with the SUPPORT PERSON that was at your bedside in the delivery room. It is important to start 'bonding' immediately. Initial latching-on of the baby to the breast to help accomplish successful breastfeeding will also occur during this time if you have opted to breastfeed your newborn.

You will then be moved to your room and remain on bed rest until you are able to urinate. You will be accompanied to the bathroom by Hospital staff. If after 6 hours you still are unable to urinate, the doctor will follow-up with an ultrasound and possible placement of a urinary catheter.

A midwife will monitor your blood loss and assess general health status, vital signs, your uterus, stitches, lacerations or episiotomy.

Your body temperature and pain perception will also be checked during the day. If you need more pain medication, just ask without waiting!

The newborn is evaluated within 24 hours from birth, at discharge and as often as necessary. Nursery staff will assist with newborn bathing, weight checks and cleaning of the umbilical cord.

General information

The evening prior to the C-section you will have a Light dinner and then you must fast for a minimum of 8 hours.

You will have to remove any jewelry and nail polish. Surgery time will be communicated to you you will be required to prep for the operating room:

C-sections are carried out in the operating room and take approximately 40 to 60 minutes. The anesthesiologists usually administer spinal anesthesia but this may vary according to clinical needs. Partners are not authorized to stay during the C-section procedure.

POST C- SECTION DELIVERY

The baby will be evaluated by the Pediatrician, and will be given initially to mom followed by dad for the remaining time.

Mom (together with dad and baby) will remain under observation in the delivery room for at least 2 hours.

General Information

ANESTHESIA

Pre-partum anesthesia evaluations will be performed prior to delivery between 34-38 weeks of pregnancy.

The Anesthesiologist will review your labs, perform a physical evaluation, explain the anesthesia options and ask you to read, complete and sign a consent form for epidural administration should you wish to pursue this option at time of delivery.

Pordenone Hospital also offers nitrous oxide administered via nasal mask as another option.

PAIN MANAGEMENT

Although there are differences in pain perception and tolerance in the Italian culture, pain management is considered a vital part of post-partum well-being.

If you feel you need medications for pain, ask for them without hesitation!

In Italy, nurses are not authorized to prescribe pain killers; this is restricted to Providers only. If you think you'll need painkillers for the night, bring it to the attention of the nurses on afternoon shift so the Provider can prescribe medications to ensure your pain is controlled.

General Information

BREAST FEEDING SERVICES & BREAST PUMPS

Mothers are trained during their inpatient stay by the midwives on breast-feeding.

Ask the midwife every time you need assistance with breastfeeding or handling your baby.

Midwives can assist moms with lactation queries and/or concerns up to 30 days after delivery and upon request.

Mothers can report directly to the OB Department at the Hospital where the delivery took place for assistance. Mothers can also contact the Family Advocacy Nurses of the NEW PARENT SUPPORT PROGRAM located in AREA 1/BUILDING 108 @ DSN 632-5667.

Should you require a breast pump, see page 32 for details.

General Information

ROOMING IN

(Newborn baby in the room with mother)

Once out of the delivery room, and in order to strengthen the bond between mother and child, both the mother and the newborn baby stay in the same room.

Whether childbirth occurred naturally or by C-section, this contact allows the mother to begin to learn how to understand the newborn babies' requests, and to respond to these in the best and fastest way possible, giving her the chance to be aware of her maternal abilities and to get used to resting while the baby is sleeping.

The newborn **MUST** be in the room with the mother at all times **AND NEVER LEFT UNATTENDED**.

Should you need to rest, take a break from newborn tasks, or use the restroom, contact the midwife or ancillary staff so the newborn can be brought back to the nursery.

Do not leave the baby alone!

General Information

DISCHARGE INFORMATION

Natural birth - discharge occurs after 2 days

(DAY 1 IS THE DAY AFTER DELIVERY)

C-section – discharge occurs after 3-4 days

(DAY 1 IS THE DAY AFTER DELIVERY)

Both you and your baby will be evaluated by a Provider prior to discharge.

Discharge summaries will be provided, one for you and one for the baby, identifying admission care & recommendations for home care. Summaries will be

translated by 31 MDG Patient Liaisons and uploaded in your Electronic Health Record (EHR).

General Information

IMMUNIZATIONS

Immunizations will be performed at the 31 Medical Group. A care plan will be provided to you at the first newborn follow-up appointment by the 31 MDG Pediatric Clinic.

CIRCUMCISION

Circumcisions will be performed at 31 MDG within 2 weeks of delivery upon request. Discuss circumcision with your 31 MDG Pediatric Team.

General Information

MATERNAL POST-PARTUM FOLLOW-UPS

PORDENONE HOSPITAL

Pordenone Hospital—3 days after discharge
(unless complications arise)

Pordenone Hospital - 40 days after discharge
(unless complications arise)

MATERNAL POST-PARTUM FOLLOW-UPS

POLICLINICO HOSPITAL

Policlinico Hospital - 60 days after discharge
(unless complications arise)

If you experience post-partum complications at home, report to the Network Hospital where you delivered for urgent care access.

General Information

The Italian Hospital will provide you with appointments for newborn follow-up:

POLICLINICO—Newborn follow-up occurs 7-10 days after discharge. You will be provided the date & time by the Nursery staff prior to leaving the facility.

PORDENONE—Newborn weight check occurs 2-3 days after discharge. You will be provided the date & time by the Nursery staff prior to leaving the facility.

YOU ALSO HAVE THE OPTION TO SCHEDULE NEWBORN FOLLOW – UPS AT 31 MDG.

Contact the 31st Medical Group Appointment Line @ DSN 632-5000 to schedule the 2 day post-discharge weight check with the Pediatric Clinic.

Additional Pediatric follow-up appointments will be scheduled by the Pediatric Clinic at 2 weeks, 4 weeks and 8 weeks.

All newborns: Contact the TRICARE Beneficiary Services Representative (BSR) @ DSN 632-5133 to initiate newborn registration.

General Information

PREMATURE INFANTS

If your child was born premature, Pordenone Hospital will schedule follow-ups for your baby based on weight and growth status at discharge.

Weight check at 2-3 days post-discharge.

All follow-up appointments will be written on the newborn discharge summary.

Any appointments occurring 21 calendar days after the day of discharge require a new referral from your PCM.

Contact the Appointment Line @
DSN 632-5000

to request a telephone consult (T-CON) with your (Primary Care Manager) PCM Team to get the referral ordered.

General Information

BIRTH REGISTRATION

In accordance with the Ministry of Justice, Italian Law No. 127 dated 15 May 1997, birth

registration for non-Italian residents must be performed at the Town Hall in the city where the child was born. There is only one exception to this rule: if either father or mother is in possession of Italian citizenship and residency, and is listed in the Registry of one of the local Italian Town Halls, the parent has the option to fulfil birth registration at the Town Hall where he/she is registered, regardless of the town where the child was born. Please note that only the parent that is registered at the Town Hall is authorized to perform the birth registration – he/she may not send his/her partner. Married couples - birth registration may be completed by the newborn's father or mother. Unmarried couples - both partners must be present or by their respective power of attorney.

Article 67 of the Italian Civic Statistic Statute requires that newborns be registered within and no later than 10 calendar days of birth. Failure to register a newborn within the 10 days can result in a delay of up to six months for application of US passport and SSN, thereby affecting pending reassignments or separations.

General Information

To register your child, report with an Italian speaking support person to:

Pordenone Town Hall (Palazzo dei Servizi

Demografici)/Piazzetta Calderari, 3 - 33170

Pordenone/Birth Registration Office

(Ufficio Registrazione Nascite) – 2nd Floor

Hours of Operation: Monday to Friday from 0830 to 1230 hours

Documents Required:

- Valid, non-expired passport (of both parents)
- Birth Summary Certificate (Certificato di Assistenza al Parto) issued to you by the Midwife prior to discharge
- Copy of marriage certificate
- Town Hall Data Sheet (print clearly or type)

At the Registration Office:

Request no. 5 copies of the Italian Summary of Birth Certificate (ESTRATTO DI NASCITA)

Go to www.militaryonesource.com to request a certified English translation of the 'Estratto di Nascita' (processing time is approximately 7 business days.) For information, call 1-800-342-9647.

General Information

Once you have the certified translation,
contact the following agencies:

INFANT PASSPORT

Contact the Base Passport Office NLT 14 days
after

Italian Birth Registration.

Flight Line Bldg. 1413/Entrance Floor

DSN 632-5404 ext.5

HOURS OF OPERATION

Mon & Tue—By Appointment Only

Wed/Thurs/Fri—Walk-in Service

10:00-12:00 & 13:00-15:00 hours

INFANT SOGGIORNO

Contact the Base Soggiorno Office NLT 14 days
after

Italian Birth Registration.

Flight Line Bldg. 1413/Entrance Floor

HOURS OF OPERATION

Mon to Fri

07:30 to 16:30 hours

Pordenone Hospital

Via Montereale 24, Pordenone

33170

[http://www.aopn.sanita.fvg.it/it/
index.html](http://www.aopn.sanita.fvg.it/it/index.html)

Pordenone Hospital has full capabilities to manage all patients to include twin gestations, trials of labor following Cesarean delivery and complicated cases.



Pordenone Hospital

URGENT/EMERGENT OB MEDICAL CARE

Report directly to the Emergency Room (Pronto Soccorso) in Building C/Entrance Floor. Check in at the TRIAGE Desk and advise the Nurse that you are pregnant.

Prior to departing for the ER or while in route, call Command Post @ DSN 632-3100 to notify the Liaison of your arrival. Partners should proceed to park their vehicle after having dropped off the expectant mother at the ER.

A Patient Liaison may already be at the ER when you arrive. If the Liaison is not present, they will be with you as soon as possible. Be advised that during certain shifts, there is only one Liaison that may be handling multiple clinical events simultaneously. Assistance in this case is provided according to clinical priority.

If you are experiencing contractions?

Report directly to

OB/GYN BLDG A/4TH FLOOR

Pordenone Hospital

ROOM COVERAGE POLICY

As per the TRICARE Manual, beneficiaries are entitled to semi-private room coverage (two beds per room with the second bed occupied by another patient). In the event that semi-private rooms are occupied, you will be temporarily admitted to a ward room ('corsia comune') with three beds until a semi-private room becomes available.

Although rare, you may be admitted to a ward room for the entire course of your stay.

Should you desire a private room during your admission, advise the Midwife. You will be required to complete and sign a form. The private room will be assigned to you as soon as it is available which may not necessarily be immediate. The cost of the room is 77.47 euro/night. The total cost of the room must be paid in full on the day of discharge via cash or credit card. Private room costs are an out-of-pocket expense for the patient and will not be reimbursed by TRICARE.

Pordenone Hospital

OB VISITING HOURS

Monday to Sunday

06:30 to 08:00 hours

12:30 to 14:30 hours

18:00 to 20:30 hours

Fathers of newborns have unrestricted access to the OB Ward except when the OB Providers are performing daily rounds on inpatients which normally occurs between the hours of 09:00 and 13:00.

The doors to the OB ward are closed. To access, press the buzzer located to the left of the double doors. OB staff will open the door almost immediately but if this does not occur, please be patient since they may be involved with direct patient care.

Siblings are welcome as long as they are not ill or experiencing cold or flu-like symptoms.

Policlinico San Giorgio

Via Agostino Gemelli 10

Pordenone

<http://www.clinicasangiorgio.it>

Policlinico San Giorgio has capabilities to manage uncomplicated pregnancies and deliveries.



Policlinico San Giorgio

URGENT/EMERGENT OB MEDICAL CARE

For all emergency situations, including onset of contractions, report directly to the OB/GYN Department on Floor 5 and check in with the midwife.

Report to the Urgent Care entrance located on Via Francesco Fortunio. Take the second set of elevators located to your left to the OB/GYN Department on Floor 5. Check in with the midwife. Afterwards, partners can proceed to park their vehicle. After regular duty hours, call 0434-519503 to advise the midwife that you are arriving.

Policlinico San Giorgio

ROOM COVERAGE POLICY

As per the TRICARE Manual, beneficiaries are entitled to semi-private room coverage (two beds per room with the second bed occupied by another patient).

Should you desire a private room during your stay, advise the Midwife. You will be required to complete, sign and date a

form. The private room will be assigned to you as soon as it is available which may not necessarily be immediate.

The cost of the room is 132.00 euro/night.

The total cost of the room must be paid in full on the day of discharge via cash or credit card.

Private room costs are an out-of-pocket expense for the patient and will not be reimbursed by TRICARE.

Policlinico San Giorgio

OB VISITING HOURS

Monday to Sunday

13:00 to 20:00 hours

Siblings are welcome as long as they are
not ill or experiencing cold or flu-like

Symptoms.

TRICARE Corner

TRAVELING WITH TRICARE

Urgent care and emergent care in the US do not require prior authorization.

Urgent care and emergent care while traveling overseas does not require prior authorization.

If possible, when traveling overseas beneficiaries should contact International SOS (TRICARE

Overseas Prime regional contractor) before seeking care or before making any payments.

Please be advised that some facilities may require payment upon discharge.

Active Duty Family Members moving to another region for the duration of the pregnancy must enroll in the region they are moving to.

Tricare overseas prime (TOP) contractor:

+44-20-8762-8384 (overseas)

1.877.678.1207 (stateside)

For medical assistance:

+44-20-8762-8133

BREAST PUMP

TRICARE Covers:

- ◆ Heavy-Duty hospital grade breast pump and supplies
- ◆ Manual/standard electric breast pump and supplies

AUTHORIZED VENDORS:

- ◆ Firm, supplier or provider that accepts TRICARE
- ◆ Post Exchange (PX), Base Exchange (BX) or Station Exchange
- ◆ Civilian stateside and overseas retail stores
- ◆ Civilian stateside and overseas retail drug stores
- ◆ Online store (shipping and handling not included)
** note that, for reimbursement purposes, the physical address of vendor is required on receipt, no PO BOX will be accepted by claim processor

A PRESCRIPTION IS NEEDED to purchase a breast pump.

To receive reimbursement for your breast pump purchase you must submit a claim via the TRICARE portal. www.tricare-overseas.com

NOT COVERED:

Breast pump batteries, regular “baby bottles”, travel bags, breast pump cleaning supplies, baby weight scales, garments and other products that allow hands-free pump operations, ice packs, labels, labeling lids, nursing bras, nursing pads, over the counter creams, ointments and other products that relieve breastfeeding related symptoms or conditions of the breast and nipples.

Prescription reimbursement guidelines

Prescription medication reimbursement requests must be submitted online via the TRICARE overseas portal www.tricare-overseas.com

Note: the TRICARE-overseas portal is compatible with chrome and Firefox browsers only.

OTHER HEALTH INSURANCE

If you have any health insurance other than TRICARE, it is called “Other Health Insurance” (OHI). By law, TRICARE pays after all OHIs. Nationalized health care such as Italian health care (Tessera Sanitaria) is considered OHI. Beneficiaries with OHI will need to pay up-front for all their medical needs. You may file a claim with TRICARE after your primary insurance has reimbursed you.

For more information, contact United Concordia
overseas toll free number: 844-653-4060 or go to
www.uccitdp.com

- ◆ 3D ULTRASOUNDS
- ◆ PATERNITY TESTING
- ◆ BELLY BANDS FOR BACK PAIN DURING PREGNANCY
- ◆ CORD BLOOD STORAGE
- ◆ DOULA SERVICES
- ◆ PRIVATE ROOM

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